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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/777,513	02/06/2001	Editt Gonen-Friedman	ORCL5643	9633

7590                  04/07/2005

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EXAMINER
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JASMIN, LYNDY C

ART UNIT	PAPER NUMBER
3627	

DATE MAILED: 04/07/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

<b>Office Action Summary</b>	<b>Application No.</b>	<b>Applicant(s)</b>	
	09/777,513	GONEN-FRIEDMAN ET AL.	
	<b>Examiner</b>	<b>Art Unit</b>	
	Lynda Jasmin	3627	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

#### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

#### Status

- 1) Responsive to communication(s) filed on 18 January 2005.
- 2a) This action is FINAL.                            2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

- 4) Claim(s) 1-8, 10-27, 37-39 and 48-72 is/are pending in the application.
- 4a) Of the above claim(s) 28-36 and 40-47 is/are withdrawn from consideration.
- 5) Claim(s) \_\_\_\_\_ is/are allowed.
- 6) Claim(s) 1-8, 10-27, 37-39, 48-72 is/are rejected.
- 7) Claim(s) \_\_\_\_\_ is/are objected to.
- 8) Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on \_\_\_\_\_ is/are: a) accepted or b) objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
  - a) All    b) Some \* c) None of:
    1. Certified copies of the priority documents have been received.
    2. Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
    3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

#### Attachment(s)

- |  |   |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)  | 4) <input type="checkbox"/> Interview Summary (PTO-413)                     |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)                                   | Paper No(s)/Mail Date. _____  |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)<br>Paper No(s)/Mail Date _____ | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
|  | 6) <input type="checkbox"/> Other: _____                                    |

## DETAILED ACTION

1. Amendment received January 18,2005 has been acknowledged.

### ***Claim Rejections - 35 USC § 103***

2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

3. This application currently names joint inventors. In considering patentability of the claims under 35 U.S.C. 103(a), the examiner presumes that the subject matter of the various claims was commonly owned at the time any inventions covered therein were made absent any evidence to the contrary. Applicant is advised of the obligation under 37 CFR 1.56 to point out the inventor and invention dates of each claim that was not commonly owned at the time a later invention was made in order for the examiner to consider the applicability of 35 U.S.C. 103(c) and potential 35 U.S.C. 102(e), (f) or (g) prior art under 35 U.S.C. 103(a).

4. Claims 1-8, 10-27, 37-39 and 48-72 are rejected under 35 U.S.C. 103(a) as being unpatentable over Terry (2001/0012346 A1), in view of Hogan (5,699,528).

Terry discloses a computer-implemented and Internet-based system and method of managing Accounts Receivable (AR) information, embodied in a computer readable medium, with the steps of receiving a customer request (via client server) for remote Internet access to accounts receivable information that is owned by a deploying

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company (via a billing web server) (box 0062), retrieving the customer's AR information from a database (via data network 306) and enabling the retrieved AR information to be remotely displayed for the customer (via web 316), the AR information is displayed on a World Wide Web (Web) browser (box 56). Terry further discloses the steps of enabling keyword searching (via search queries) of the AR information stored in the database through a Web browser to retrieve any information stored in the database that matches an entered search criteria, irrespective of a category in which the information is stored in the database (as illustrated in Figure 7) and the keyword searching allows restricted searching based on at least one of category (0071). The retrieved AR information includes invoice information that is optimized for printing in a format that matches a format of a corresponding paper invoice (as illustrated via 122).

However, Terry fails to explicitly disclose a user interface configured to enable the customer to create a credit memo request on disputed invoice and to submit the credit memo request to the deploying company.

Hogan discloses the concept of having a billing and payment system over a communication network which enabling a subscriber to remotely dispute all or a portion of a display invoice an invoice (via a grievance process; col. 11, lines 49-51). The user (subscriber) is prompted to create a credit memo request on the disputes invoice (via prompted for an explanation on the deficiency) and enable the subscriber to submit the created credit memo request to the deploying company (via an electronic bill service conveying the subscriber's explanation to an appropriate payees) (col. 6, line 65 through col. 7, line 9; col. 11, lines 50-61)

From this teaching of Hogan, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify the interactive billing system of Terry to include the grievance process as taught by Hogan in order to facilitate communication between subscriber and billing company when bill dispute is involved.

Further, although Terry fails to explicitly disclose enabling personnel at the deploying company to retrieve and display the customer's AR information at any time, simultaneously as the AR information is displayed for the customer. However, it is customary in the financial business art for a service customer operator to access a customer billing statements in order to assist an online or offline customer. Thus, one of ordinary skill in the art at the time the invention was made would provided access to billing information an operator simultaneously with the online user to the teaching of Terry in order to assist an online customer in real-time.

### ***Response to Arguments***

5. Applicant's arguments with respect to claims 1-8, 10-27, 37-39 and 48-72 have been considered but are moot in view of the new ground(s) of rejection.

### ***Conclusion***

6. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Lynda Jasmin whose telephone number is (703) 305-0465 (new number after April 14<sup>th</sup> (571) 272-6782). The examiner can normally be reached on Monday- Friday (8:00-5:30) alternate Fridays off.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Robert P Olszewski can be reached on (703) 308-5183. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

  
Lynda Jasmin  
Primary Examiner  
Art Unit 3627  
4/4/05

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